Marketplace

Marketplace is an e-commerce site that gives Barnes & Noble College Bookstores the ability to reduce markdown exposure and capture retail sales for titles in a store's Textnet inventory. Our Textbook team manages the uploading of Textnet inventory to Marketplace. Your store will receive a task in your Textnet inbox for each order your store receives.

All sales are booked as commissionable sales to the store and markdowns will be handled by the home office.

Below are the steps for processing and shipping an order that comes in from Marketplace.

Marketplace Order Information

- Marketplace orders will be entered into Textnet one to two times per day**. All orders are to be completed within one business day.**
- **Stores will no longer receive emails that contain the customer packing slips, as the Textnet shipping document is now the customer's packing slip.**
- Marketplace orders take priority over Textnet transfers or Liquidation orders. There may be times you will have to pull from the retail floor. Remember, this is a **customer** order!
- Marketplace is live 24/7, even during RUSH. Your busy time in the store is also the busiest time on Marketplace.
- Make sure the books are in a good condition, and are free of any B&N stickers.
- Orders must be completed within 24 hours, by entering accurate tracking information into Textnet.
- Don't have the book or it's damaged? Look again on your sales floor. If you can't fill the order, complete the Textnet transfer ASAP with a Zero (0) quantity and enter "Can't Find" or "Damaged" in the tracking field.
- Amazon orders can contain multiple titles and/or multiple copies.
- Use the Pasadena, TX address as your Returns Address.
- Attach a Scanner to your PC that has UPS Worldship on it. Scan your UPS label directly into the Textnet Tracking field for accuracy. This is really important!
- Customers have the ability to rate their experience with us on Marketplace. Ensuring that the order is clean, accurate, and received on time is essential for an excellent customer rating.

Amazon Performance Metrics

We get graded on every aspect of an order, and there are certain thresholds that must be met to keep our account in good standing:

- Order Accuracy & Book Condition – In-stock & Good/New Condition
- Shipping Fulfillment Time (within 24 hours) & Shipping Delivery Times
- Tracking Number Accuracy
- Customer Service responses (within 24 hours) – if we email you a question about an order, we need a response ASAP!

Supplies

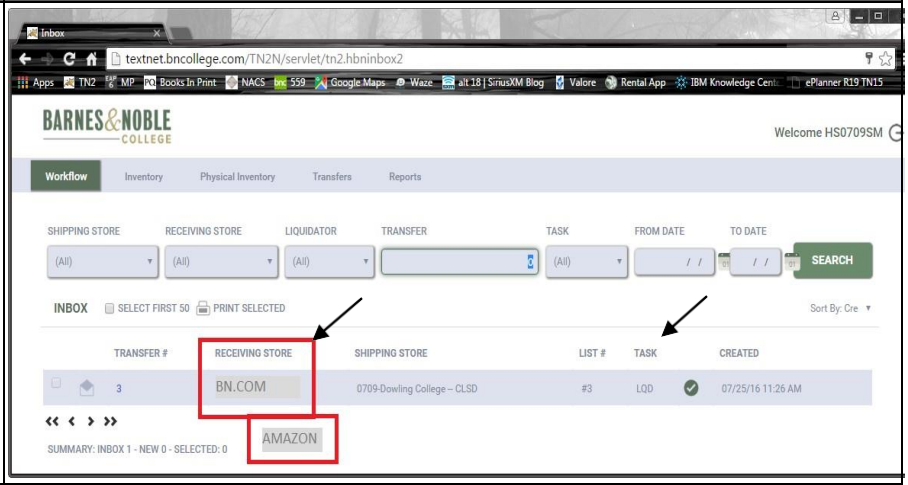
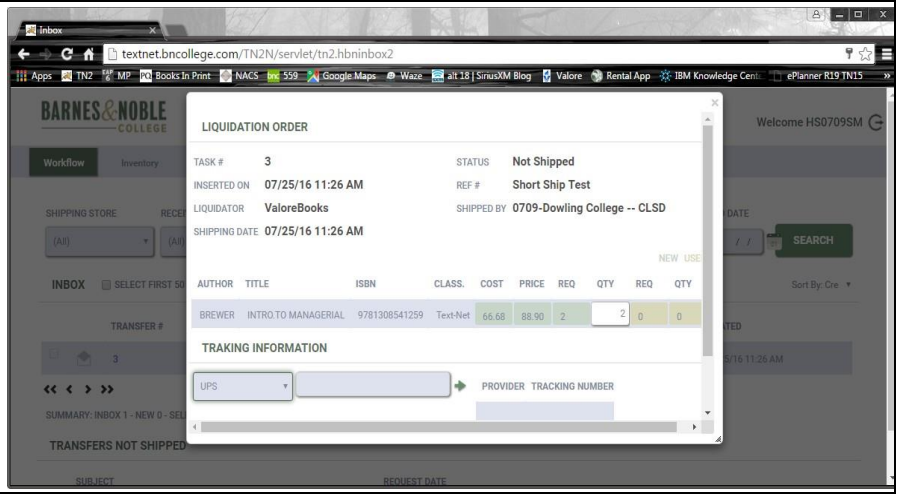
- Supplies are available on SAM, in the Marketplace Shipping Supplies Catalog.
    - Barnes & Noble College Bookstores → Shipping & Packing → Marketplace Shipping Supplies
- To prepare for your initial orders, you should order between 1 – 5 bundles of the following shipping box:

Item	Item #	Size	Cost	Bundle	Use for:
Shipping Box	S-4980	12"x10"x2"	$19.00	25/BDL	Textbook
Bubble Mailer	S-22455	7.5”x12”	$21.00	100/Case	Textbook
Bubble Mailer	S-22456	8.5”x12”	$23.00	100/Case	Textbook
Bubble Mailer	S-23021	9.5”x14.5”	$34.00	100/Case	Textbook

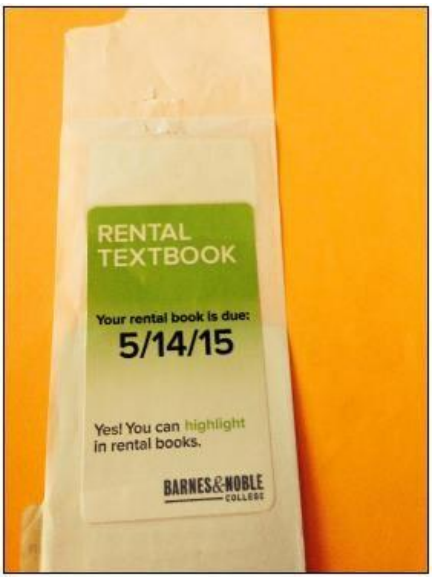
Marketplace Emails

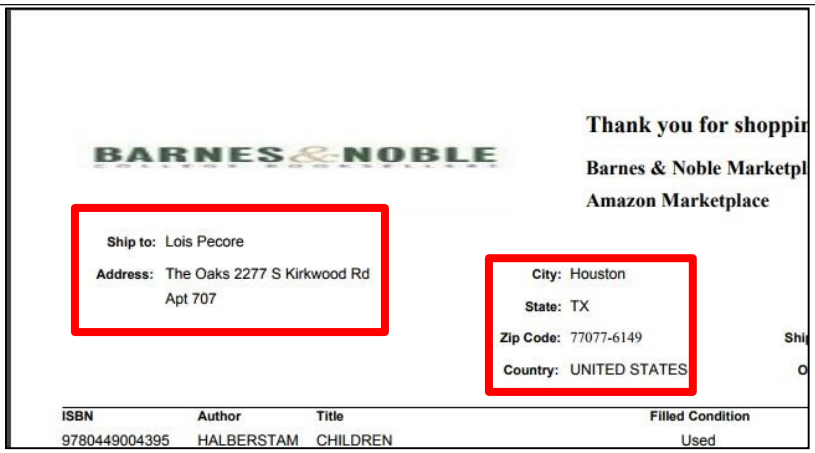
Any Marketplace emails received will pertain to items such as customer service questions, address information, and/or tracking information. These emails should be responded to in a timely fashion (within a day) to ensure the order is complete and all customer inquiries are resolved.

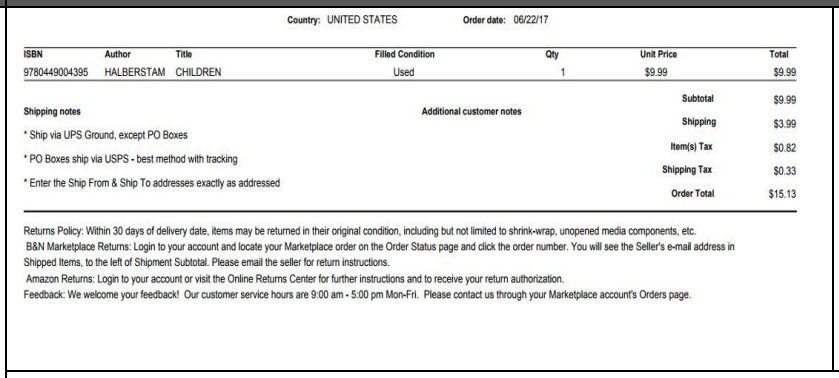
To process and ship a Marketplace order:

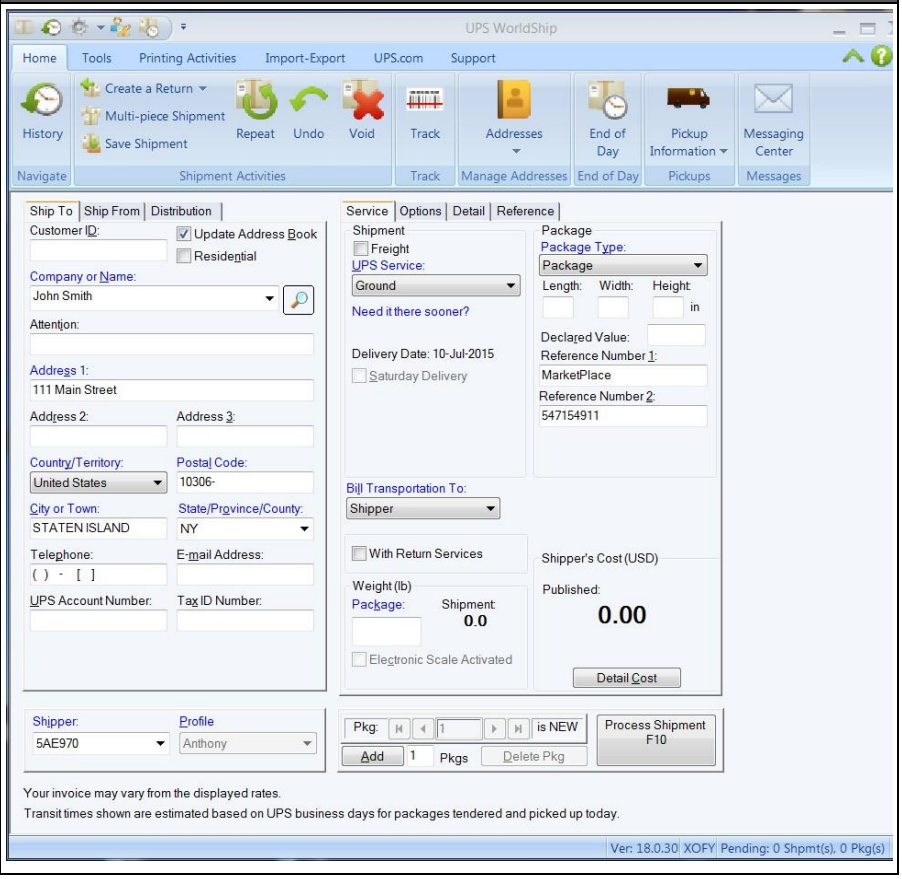
Step	Screen
1. Sign in to Textnet. Marketplace Orders will appear as an LQD Task. The marketplace where the order originated (BN.COM or Amazon) will be displayed as the Receiving Store.	
*Note: You will no longer receive an email from the Marketplace team when a Marketplace order is received in your Textnet inbox.	
2. In Textnet, open the shipping task and note the REF #. This must match the PDF in Textnet that contains the customer packing slip. **Note: Customer shipping information and any additional shipping notes are now included in the Textnet document, which now serves as the customer packing slip. Include a copy of this packing slip in the shipping box (unless otherwise directed not to).**	

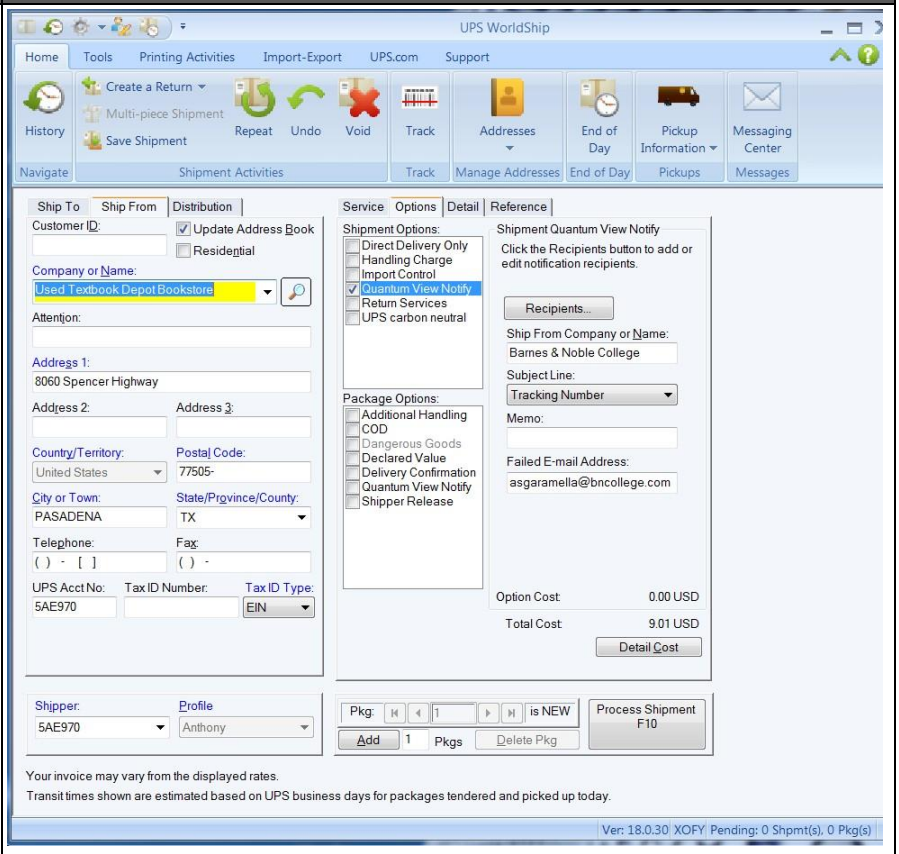
Step	Screen
From the Textnet task in your inbox: 3. Print the PDF attachment. 4. Match the Order # to the Reference # on the Textnet Shipping Document/packing slip, • Check author/title • Check ISBN • Check Quantity • Check New or Used (Good) condition **Note**: Don't have the book or it's damaged? Look again on your sales floor or rental check-in area. **If you are unable to fill the order, complete the Textnet transfer ASAP with a Zero (0) quantity and enter "Can't Find" or "Damaged" in the tracking field.**	B&N marketplace Thank you for your order! Used Textbook Depot This is your packing slip. See below for receipt & returns info. 94797 Ship to: Charlie Rubash Address: 120 mountain View BLVD City: Basking Ridge State: NJ Zip Code: 7920.0 Country: United States Ship method: UPS Order date: 07/20/17 Order # 12345678 ISBN / Author / Title / Filled Condition / Qty / Unit Price / Total 9780060913076 PYNCHON CRYING OF LOT 49 Used 0 $5.00 $0.00 Shipping notes * Ship via UPS Ground, except PO Boxes * PO Boxes ship via USPS - best method with tracking * Enter the Ship From & Ship To addresses exactly as addressed Additional customer notes Subtotal $0.00 Shipping $0.00 Item(s) Tax $0.00 Shipping Tax $0.00 Order Total $0.00 For more information on the refund policy for Marketplace items, please refer to www.bn.com/used/returns. In order for you to receive a refund, the item must be returned to the Authorized Seller listed on this packing slip within 30 days of receipt. Please provide the seller with a reason for return and include a copy of this packing slip. Returns go to: Used Textbook Depot Bookstore 8060 Spencer Highway Pasadena, TX 77505 To print a receipt of your purchase, visit Order Status at www.bn.com and view Order Details for this order. Feedback: Your feedback is important to us. We encourage you to provide feedback regarding your experience. You will receive an invitation approximately 30 days after the order to provide feedback.
Note: If your order is shipping to a **PO Box**, you must use USPS Priority Mail (not Express), or USPS Media Mail. Use the cheaper of the two options, provided they have tracking options. You will receive a tracking number on your receipt. Skip to Step 16 below. Make sure to use the Used Textbook Depot address as the Returns Address: Used Textbook Depot Bookstore 8060 Spencer Highway Pasadena, TX 77505	PO Box Address Note

Step	Screen
5. Books ready to ship must be: • **In good condition** – do not ship any damaged books • **Clean** - remove any stickers from the book, such as B&N Logos, rental stickers, custom stickers or labels, etc. 6. Box up the prepared book in a **new, clean**, **unmarked/non-logo/non-branded box**; this includes Barnes & Noble branded boxes. Refer to list of supplies earlier in this job aid. **Include the PDF packing slip attachment from the Textnet task in the shipping box.**	 

Step	Screen
Customer Packing Slip/Textnet Document The customer packing slip that stores access through the Textnet inbox now contains even more information than before, which means Marketplace will no longer email customer packing slips to stores each day. **NOTE: It is extremely important that the "Ship from" & "Ship to" addresses are entered exactly as addressed.** The following information is now included:	
1. **In the upper left-hand corner:** • **Vendor:** BN.COM or Amazon • **Customer Name Ship to:** • **Customer Shipping Address:** (fits up to 3 lines) 2. **Towards the middle of the sheet:** • City • State • Zip Code • Country	
3. **In the upper right-hand corner will be two barcodes:** • **Textnet Task # -** Five-digit number above the first barcode • **BN or Amazon Marketplace # -** Twelve or seventeen-digit number above the second barcode 4. **Ship Method:** • Assume Ground for all shipments, except PO Boxes. If you see "Expedited", please use UPS 3 DAY SELECT and process immediately.	

Step	Screen
5. **Textbook information listed on the packing slip:** ISBN, Author, Title, Filled Condition (book condition: new or used/good), Quantity, Unit Price, and order Total. 6. **The marketplace team can add up to three lines of additional customer notes. If there are notes included, they will be located towards the middle of the packing slip, under the Filled Condition/Qty. portion of the packing slip.** Notes can include a note not to include a packing slip because the order is a gift, delivery information i.e. "leave order in garage or carport", etc.	 **Country:** UNITED STATES **Order date:** 06/22/17 ISBN Author Title Filled Condition Qty Unit Price Total 9780449004395 HALBERSTAM CHILDREN Used 1 $9.99 $9.99 **Shipping notes** * Ship via UPS Ground, except PO Boxes * PO Boxes ship via USPS - best method with tracking * Enter the Ship From & Ship To addresses exactly as addressed **Additional customer notes** Subtotal $9.99 Shipping $3.99 Item(s) Tax $0.82 Shipping Tax $0.33 Order Total $15.13 Returns Policy: Within 30 days of delivery date, items may be returned in their original condition, including but not limited to shrink-wrap, unopened media components, etc. B&N Marketplace Returns: Login to your account and locate your Marketplace order on the Order Status page and click the order number. You will see the Seller's e-mail address in Shipped Items, to the left of Shipment Subtotal. Please email the seller for return instructions. Amazon Returns: Login to your account or visit the Online Returns Center for further instructions and to receive your return authorization. Feedback: We welcome your feedback! Our customer service hours are 9:00 am - 5:00 pm Mon-Fri. Please contact us through your Marketplace account's Orders page. **NOTE:** The shipping notes always appear on the packing slip underneath the title information.

Step	Screen
Process shipment at the UPS Worldship PC: 7. Complete the shipment order address. 8. Enter shipment service information. 9. Add **Marketplace** and the **order number** to the **Reference** fields. **Write "marketplace" in the Reference Number 1 field and the order number in the Reference #2 field.**	

Step	Screen
10. Click the **Ship From** tab. 11. Enter the Used Textbook Depot address: Used Textbook Depot Bookstore 8060 Spencer Highway Pasadena, TX 77505 The UPS Acct. No. on this form should always reflect each individual store account number.. **Note: Quantum View recipients do not need to be entered.** Click **Process Shipment F10.** 12. The shipping label will print. 13. Make sure the Used Textbook Return Depot address is listed as the return address on the label: Used Textbook Depot Bookstore 8060 Spencer Highway Pasadena, TX 77505 **16. Affix both the UPS shipping label and the Textnet shipping label to the box.**	

Complete Shipment in Textnet

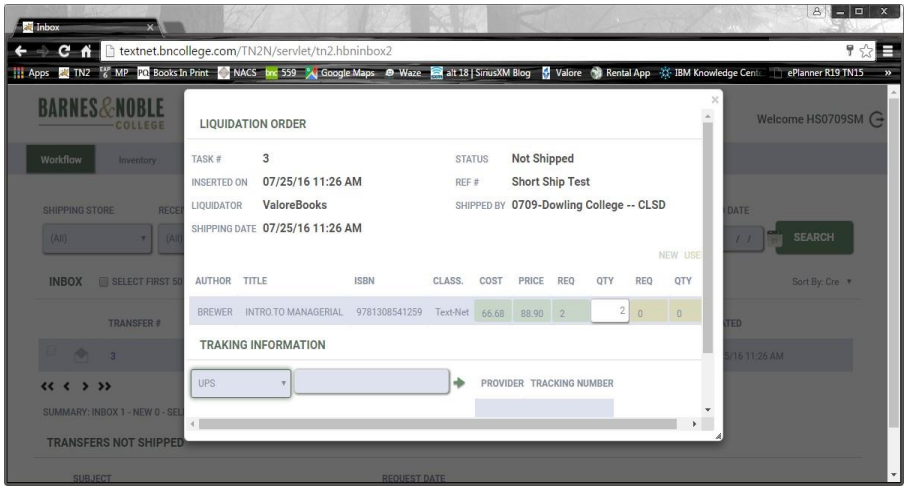
14. Enter the shipped quantity.

***If you have to short a copy on a multiple-copy marketplace order, edit the quantity and complete the task, then print a new customer packing slip that will show the updated, corrected quantity/pricing. This updated packing slip should be included in the shipping box.**

15. Scan the UPS Tracking number into the Tracking Information field. Press the "Arrow" button to save the tracking information.
16. Press the Confirm button.

The Marketplace vendors will need the full 18-digit UPS tracking number. The tracking information will now be polled back to the Marketplace Team.

Note: If you have a PO Box order, use USPS and enter in the first 20 digits of the 22-digit tracking number without spaces. Press the Arrow button to save the first entry. Enter in the last 2 digits and then press the Arrow button to save the second entry. If unsure, please email marketplace@bncollege.com the tracking information for PO Box orders.



17. When UPS picks up at the end of the day, make sure to press the **End of Day** button so that your tracking information is sent to UPS.

Resources/contact information

Name	Responsibilities (i.e. Div., Title)	Email Address	Phone Number
Stephanie Cooper - Marketplace Coordinator **Rental Coordinators**	**Marketplace Team**	**marketplace@bncollege.com** **textbookrentals@bncollege.com**	**631-738-6757**
Store Operations		**storeoperations@bncollege.com**	**908-991-2629**